



FBINAA National Annual Training Conference

Conference Policies, Terms & Conditions

Registration Submission and Acceptance

Registration submissions and payment for the conference are provisional and subject to modification or cancellation due to unforeseen circumstances, including pandemics or other emergencies. FBINAA will communicate any changes that might affect the cost, duration, activities, and events directly with registrants. FBINAA reserves the right to cancel registration submissions at its discretion.

Registration Payment and Cut-off

Registration and payment for all attendees must be submitted by **Friday, May 29, 2026**. No badges will be distributed onsite for unpaid registrations.

Registration payment can be submitted by credit card at the time of submission. Additional options include a purchase order and a check. Payment will be applied to registration submissions by purchase order or check once the funds have been received and deposited by FBINAA. Once payment is received, registrants will be given access to the Attendee Service Center (ASC) to add guests, add optional events, and use other ASC features.

Email conference@fbinaa.org for questions or comments.

Registration Substitution Policy

Substitutions for a registered attendee will be accepted with a \$50 processing fee, provided they are notified via conference@fbinaa.org by **Friday, May 29, 2026**. After this date and onsite, the fee will be \$100. Substitutes must submit a complete registration form, and any fee differences will be charged based on the membership category.

Replacement of a registered attendee by a business colleague/coworker will be accepted. A \$50 processing fee will apply to all substitutions if written notice is provided via email to conference@fbinaa.org by **Friday, May 29, 2026**. After **Friday, May 29, 2026**, a \$100 processing fee will apply. A substitute registration form must be submitted for the replacement attendee. If the substitute's membership category differs from the original registrant's, the difference in registration fees will be charged in addition to processing fees.

Registration Cancellation Policy

All cancellation requests must be submitted in writing to conference@fbinaa.org. Cancellation must be submitted by **Friday, May 29, 2026**, to be eligible for a refund. See the table below for available refunds. After **Friday, May 29, 2026**, refunds are no longer available. **No refunds will be granted for no-shows.**

Badge Cancellation

- Conference Badge cancellation fee: \$100/badge
- Family Badge cancellation fee: \$10/badge

Optional Activity and Event Cancellation

- 15% of the ticket price will be retained

If the entire Conference is canceled due to acts of God, war, government regulation, terrorism, disaster, strikes, civil disorder, curtailment of transportation facilities, or any other emergency of a comparable nature beyond the control of the Association, attendees, venue, and sponsors, a full refund, less a \$25 fee reserved to process and distribute refunds, will be sent to attendees once it is appropriate to do so. In the event of cancellation, the Association will not refund airfare, ground transportation, or any other arrangements or reservations made in support of participation in the Conference.

In the event of emergencies or exceptional circumstances, attendees are required to email conference@fbinaa.org directly before the conclusion of the first day of the conference to request special considerations. No other form of communication regarding refunds will be acknowledged or acted upon.

Hotel Booking Policy

Conference registration is required before delegates may reserve hotel rooms. The room reservation link is in the registration confirmation email.

A maximum of 2 hotel rooms can be reserved per registered member or nonmember. If more than two rooms are required, email us at conference@fbinaa.org for instructions.

Hotel room reservations within the conference block will be reviewed regularly and compared to registration lists. Room reservations without an accompanying conference registration or that do not comply with the above guidelines are subject to cancellation.

Attendees are solely responsible for hotel reservations and are subject to the hotel cancellation policy. Contact information for hotels in the conference block is available [here](#).

No Suitcasing & Outboarding Policy

The FBINAA does not permit "suitcasing" or "outboarding" during the National Annual Training Conference (NATC). These unauthorized practices are considered unethical in the conference industry and undermine exhibitors' and sponsors' efforts.

- **What is Suitcasing and Outboarding?**
 - "**Suitcasing**" refers to the practice of attending an event without purchasing a booth or exhibition space. Instead, they attempt to conduct business in unauthorized areas, typically by engaging with attendees in hotel lobbies, hallways, or other public spaces.
 - "**Outboarding**" refers to conducting business outside the official NATC event. This typically happens when a company or individual cannot secure exhibition space or chooses not to, and instead attempts to lure attendees to off-site or private locations for informal meetings, presentations, or sales pitches.
- **What are the Consequences of Suitcasing or Outboarding?**
 - FBINAA Show Management will investigate all complaints regarding suitcasing or outboarding. If Show Management determines that a person or company is engaging in either practice, they will be asked to leave the premises immediately (with no refund). Additional penalties may include being barred from future FBINAA NATCs or other FBINAA events.
- **Valuing Networking Opportunities**
 - The FBINAA NATC provides a valuable networking platform for members, sponsors, and exhibitors. We ask all participants to respect the event's official spaces and channels for networking and business discussions, ensuring a fair experience for everyone involved.

If you suspect suitcasing or outboarding, please contact us at conference@fbinaa.org or visit the Help Desk in the registration area.